

POSTING DATE: February 10, 2022

CLOSING DATE: Open Until Filled



CRIMINAL JUSTICE INFORMATION SERVICES DIVISION

MISSOURI STATE HIGHWAY PATROL

CAREER OPPORTUNITY BULLETIN

JOB ID: 1672

TITLE: **TECHNICAL SUPPORT MANAGER**
(Network and Unified Communications Unit)

DESCRIPTION: A Technical Support Manager position exists within the Missouri State Highway Patrol's Criminal Justice and Information Services Division's Cybersecurity and Technology Section. The official domicile for this position is Jefferson City, Missouri. This position is classified as exempt under the Fair Labor Standards Act. Click [HERE](#) to view our employee benefits.

This position may be eligible for teleworking.

POSITION SUMMARY: This position performs highly advanced technical and supervisory work in the management of network infrastructure and related technical support services for a criminal justice organization. An employee in this class is responsible for the designing, planning, scheduling and coordinating of systems that may include systems administration, systems programming, teleprocessing, network operations, operations support, help desk and data management used by the agency. The employee is responsible for project plan development and management. Supervision is exercised directly or through CIT supervisors over a staff of computer information technologists, CIT specialists or other technical personnel. General direction is provided by a designated administrative superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

Click [HERE](#) for a more detailed job description.

QUALIFICATIONS: The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.

Possess a Bachelor's degree with specialization in mathematics, statistics, accounting, computer science or closely related field; and seven years of experience in the duties associated with this position.

NECESSARY SPECIAL REQUIREMENTS: Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

SALARY RANGE (Semi-monthly): The minimum starting salary is \$3,081.00; however, salary may be commensurate with experience.

APPLICATION PROCEDURE: Individuals, including current Patrol employees, interested in this position must visit our website at <https://statepatrol.dps.mo.gov/> to complete and submit an [application](#) prior to the application deadline. Applicants with the necessary educational qualifications must also upload a copy of their college transcripts to the online application system. Resumes will not be accepted in lieu of the application. Individuals who have previously completed an application must access their profile in the system to re-apply.

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The tentative start date for this position is within 30 days of the interview.

ADDITIONAL INFORMATION: Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations, and/or candidate's possession of the knowledge, skills, and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click [HERE](#) for more details about dress and appearance requirements.

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

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